group telecom

COMPLETELY CONNECTED™

Group Telecom Voicemail User's Guide

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INTRODUCTION

Welcome to Group Telecom's easy-to-use Voicemail Service. Our Voicemail service is your personal 24-hour communications center. Please take a moment to read through the options that are available to you and your colleagues.

TUTORIAL

Getting started using the tutorial is as easy as 1-2-3!

Listen to the voicemail prompts and they will guide you through.

This tutorial will assist you in setting up your name, response, greeting and password. Once this tutorial has been completed, you will be ready to use your Voicemail Service.

1. Log into your Voicemail using your access code: 757-3700. This is the number you will always use to access your voicemail.
2. Enter your password. Your password for the initial setup will be 9999.
3. Once your password (9999) has been entered you will hear a greeting that says, "Welcome to Group Telecom's Telephone Tutorial". Follow the simple instructions to set up your personal greeting. Now you're ready to go.

Sample Greeting:

Hello, You have reached John Smith. I am unavailable to take your call right now. Please leave your name, number and a brief message and I will return your call as soon as possible. To speak to our receptionist please press 0.

*The 0 option has to be programmed by you. See "Programming Your Personal Operator Number."

∋ **Did you know?** You can access your mailbox from outside your office. Just dial 757-3700, enter your mailbox number, press the * key and enter your password.   See page 5

HOW TO LOG INTO YOUR MAILBOX

How to log into your mailbox.
1. Enter your access code   757-3700
2. Enter your password

How to log into your mailbox from another location:
1. Enter your access code   757-3700
2. Enter your mailbox number (your telephone number)
3. Press * key to bypass your own greeting
4. Enter your password

How to log into your mailbox from another location that already has a Group Telecom voicemail box:
1. Enter your access code   757-3700
2. Press # to bypass the existing mailbox.
3. Enter your own mailbox number (this is your phone number).
4. Press the * key to bypass your own greeting.
5. Enter your password.

CHANGING YOUR PASSWORD

How to change your password:
1. Log into your mailbox   757-3700
2. Press 4   Personal Options
3. Press 4   Modify Personal Preferences
4. Press 1   Modify Password
*Note your password can be any number from 4 to 7 digits in length

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∋ **Did you know?** You can retrieve a deleted message by pressing *3. You must retrieve your deleted message before you exit your mailbox. See page 7

RECORDING YOUR GREETING
Your greeting is the personal message that your callers hear when they cannot reach you directly.

How to record your active greeting:
1. Log into your mailbox   757-3700
2. Press 3   Greetings Menu
3. Press 4   Edit a specific greeting
                        Press 2   Record your greeting, finish by pressing #
4. Press 3 1   Play active greeting.
                  (If you are not satisfied with greeting you can re-record)
5. Press 3 2   Re-record active greeting.

∋ **Did you know?** You can record up to three personal greetings. See page 11

VOICEMAIL

Voicemail allows your caller to leave a detailed message if you are unavailable to take the call. You are notified that you have a new message via a notification device. You can listen to your message, prepare any necessary information, and have this information right at your fingertips when you return the call.

PLAYING A MESSAGE:

1. Log into your mailbox   757-3700
2. Enter your password
3. Press 1 to listen to your message
   Messages will play and you have the following options:
   - ➢ Press # to keep this message new and play the next
   - ➢ Press 9 to save this message and play the next
   - ➢ Press 7 to delete this message
   - ➢ Press 6 to redirect this message
   - ➢ Press 1 1 to replay this message
   - ➢ Press *3 to recover deleted message
   - ➢ Press * to return to main menu
   - ➢ Press 2 to pause message
   - ➢ Press 3 3 to go to end of message
   - ➢ Press 5 5 for more options
   - ➢ Press 8 to reply to a message

RECOVERING DELETED MESSAGES

You can retrieve deleted messages, but they can only be retrieved before you exit your mailbox.

1. Before you exit the system Press *3 to retrieve a deleted message.

∋ **Did you know?** You can turn the date and time stamp on and off in your mailbox.
Press option 4 4 2 3   See page 8

PROGRAMMING YOUR PERSONAL OPERATOR NUMBER

With our voicemail system, your caller is provided with the option of pressing 0 to speak to a live operator. You can program this special operator transfer number within your Voicemail Service.

1. Log into your mailbox   757-3700
2. Press 4   Personal Preferences
3. Press 4   Modify personal preferences
4. Press 4   Modify personal operator options
5. Press 2   Enter / Change number

ENABLE/DISABLE YOUR DATE AND TIME STAMP

Our voicemail system allows you to turn on or off the date and time stamp. This option will indicate the date and time a message was received when you retrieve your messages.
To enable or disable the date and time stamp follow these simple instructions.

1. Log into your mailbox 757-3700
2. Press 4   Personal Preferences
3. Press 4   Modify personal preferences
4. Press 2   Change playback preferences
5. Press 3   Enable / Disable date and time stamp

∋ **Did you know?** You can pause a message. Press 2 while the message is playing.
See page 7

AT-A-GLANCE

Messages
- To replay a message   1 1
- To pause a message   2
- To recover a deleted message   * 3
- To skip a message   #

Greetings
- To record a greeting   3 2
- To select an active greeting   3 3
- To play your active greeting   3 1

Password
- To change your password   4 4 1

Personal operator
- To program your operator number   4 4 4 2

To end a call
- Press # (you must be in the Main Menu)

To return to main menu
- Press * (continue to press the * key until you reach the Main Menu)

To skip time and date
- Press 1

To access someone else's voicemail   (from your own phone if you have voicemail)
- Dial 757-3700
- Press # key to bypass your voicemail
- Enter mailbox number
- Press *
- Enter password.

LIST OF AVAILABLE MENUS AND OPTIONS

1. PLAY MENU
        8. Reply to message
        6. Copy message to another mailbox
              9. Send
              5. Specify delivery option
                     1. Mark urgent
                     2. Mark private
                     3. Notification of non delivery
                     4. Future delivery
                     5. Send
                     * Cancel delivery
        1. Replay message
        7. Delete message
        9. Save message
        # Keep message new and play next
        *3 Undelete message
        5. More options
              1. Play previous message
              6. Replay with date and time stamp

Additional options during message playback
1   Back up during replay
11   Replay message
2   Pause message
   3   skip forward
  33   skip to end of message
  ##   play saved messages

2. RECORD MENU
    2. Record/Continue recording
    9. Send message
    1. Replay message
    7. Delete message
    5. Specify delivery parameters
        1. Mark urgent
        2. Mark private
        3. Notification of non-delivery
        4. Future delivery
        9. Send
        * Cancel delivery options

3. GREETINGS MENU
    1. Play active greeting
    2. Re-record active greeting
    3. Select active greeting
    4. Edit a specific greeting
        1. Play greeting
        2. Record active greeting
        7. Erase greeting
        8. Review schedule
        9. Change time interval
            1. Play time interval
            2. Change time interval
            3. Cancel time interval
    7. Delete greeting
    8. Review schedule
    9. Enable / Disable schedule

4. PERSONAL OPTIONS MENU
   2. Access group lists
      1. Play list
      2. Create list
      3. Delete list
      4. Modify list
         1. Add addresses to list
         2. Review address to list
   4. Modify personal preferences
      1. Modify password
      2. Change playback preference
         3. Enable disable date and time stamp
      3. Change name
         1. Play name
         2. Record name
         3. Delete name
      4. Modify personal operator number
         1. Play number
         2. Change number
   5. Modify forwarding options
      1. Play number
      2. Modify number
      3. Enable disable forwarding
      4. Modify forwarding type
         1. Immediate forward
         2. Silent forward
         3. Delayed forward